



**BST Communication Agent Kickoff Meeting**  
**October 11, 2006**  
**10 am – 11 am**

**ATTENDEES**

Teresa Pierotti, Agriculture	Russ Eubanks, AOC	Mark Edwards, DOJ
Arlo Lund, OAH	Tami Luckwaldt, DOI	Jim Newman, DOI
Larry Parker, ESC	Penney Mizell Brooks, Sec. of State	Frank Rogers, Revenue
Pam Frazier, ITS	Chet Mottershead, Commerce	Elaine Barnes, DOA
Keith Acree, DOC	Margaret Jordan, OSP	Russ Eubanks, AOC
Randi Seran, Lottery	Debbie Vogel, DHHS	Dennis Patterson, OSC
Jane Rust, Labor	Patty McQuillan, CCPS	Chris Mears, State Auditor
Diana Kees, DENR	Elsie Underhill, OAH	Jane Phillips, Comm. Coll.
Kathy Gruer, DHHS	Rhonda Langston, Treasurer	Carol Batker, Wildlife
Walter Harris, NCSA	Connie Boyce, NCSSM	Mark Van Sciver, DHHS
Ernie Seneca, DOT	Lindy Allen, DCR	Dusty Wall, OSP
Edward Brodsky, BEACON	Tom Legare, BEACON	Tyler Jones, BEACON
Tim Poppema, BEACON	Libby Williams, BEACON	Chris Loso, BEACON
Jill Denning, BEACON	Brittany Larson, BEACON	

**AGENDA ITEMS**

**I. Project Overview – Jill Denning**

- Communications agents were given a high-level overview of the BEACON HR/Payroll project – what it is, why it is needed, benefits, when it is scheduled to go-live, and where people can go to get more information.
- The presentation is also a part of the first communications toolkit. Communications agents are encouraged to use it themselves when giving high-level presentations about BEACON.

**II. Communications Agent Roles and Responsibilities – Tyler Jones**

- Communications Agents will help implement the BEACON HR/Payroll project by:
  - Disseminating project information throughout state agencies
  - Identify speaking opportunities to educate state employees about the BEACON project

- Manage the BST HR/Payroll SMEs in communicating within their departments
- Identify the need for supplemental communications support materials
- BST Sponsors, Leads, SMEs and the BEACON Communications Team also play important roles in communicating news and impacts of the project.

### **III. Communications Toolkit – Brittany Larson**

- The BEACON Communications Team will create a toolkit each month, consisting of key messages, brochures or other collateral, custom communications for agency newsletters and communication vehicle recommendations.
- BEACON Project website has been updated:
  - Password-protected area of the site is in process of being updated further
  - Among other pertinent information, the password-protected site will contain BST presentation materials, workshop documentation, brochures, and posters found in the toolkit
  - User name: **hr\_payroll**, Password: **hrpyrbpt**

### **IV. Communications Scorecard – Timothy Poppema**

- The communications scorecard is a useful tracking tool that
  - Captures a snapshot of current progress each agency is making to complete key activities
  - Identifies key activities where agencies may need additional support from BEACON team
  - Allows agencies to document concerns to the BEACON team
- The scorecard tracks progress with agency communication activities such as:
  - Attendance at BST Communication Agent meetings
  - Communications survey requests
  - Communications within each agency, focusing on web, newsletter, meetings and emails/memos
- The scorecard will be updated monthly and will be posted in the password-protected area of the BEACON website
- If you have questions about the scorecard, contact Tyler Jones at 919-431-6523 or email [tyler.jones@ncosc.net](mailto:tyler.jones@ncosc.net)
- Communication Agents are asked to regularly provide reports regarding their initiatives

### **V. Next Steps – Tyler Jones/Timothy Poppema**

- The BEACON Team needs agents to:
  - Meet with your BST Team Lead
  - Compile a listing of Agency-specific meetings and events for a 3-month period and send to the communications team by October 27
  - Download toolkit documentation from the password-protected section of the website
  - Communicate BEACON information to agency employees and SMEs
- What agents can expect from BEACON team:
  - Scheduling of in-person meetings
  - Communications strategy overview completed by the end of the year
  - Ongoing website updates/future website redesign

- Communications calendar outlining key messages and opportunities

**Upcoming BST Communication Agent Meetings**

- Wednesday, November 29, 10-11 a.m.
- Wednesday, January 10, 10-11 a.m.
- Wednesday, February 14, 10-11 a.m.

**BEACON HR/Payroll Project Change/Communications Team Contacts**

- Tyler Jones – [tyler.jones@ncosc.net](mailto:tyler.jones@ncosc.net), 919-431-6523
- Timothy Poppema – [timothy.poppema@ncosc.net](mailto:timothy.poppema@ncosc.net), 919-431-6524
- Communications Team Email- BEACON.COMM@ncosc.net

## **BST COMMUNICATION AGENTS QUESTIONS AND ANSWERS**

### **What kind of BEACON training can we expect?**

The BEACON team is looking into offering a variety of training options. We would like to offer instructor-led training, especially for agency HR and payroll staff, and we expect that online training through WebEx will be available for state employees. We will share more information as training plans are developed.

### **There are going to be some questions we know we won't be able to answer for a while, such as how BEACON will affect people's jobs – is the BEACON team anticipating those questions and can the team provide us with appropriate answers?**

Yes. The BEACON team is gathering those questions and will post them on the BEACON website. Several questions are already posted in the FAQ section of the site. If anyone has questions that they would like to see added, please send them to [BEACON.COMM@ncsoc.net](mailto:BEACON.COMM@ncsoc.net) or [Tyler.Jones@ncosc.net](mailto:Tyler.Jones@ncosc.net).

### **Can we email our communication strategies to you instead of filling out the form you provided?**

Yes, any and all types of feedback about what your agency is doing to communicate about BEACON is wanted and appreciated. If other agencies would like assistance in setting up a communications strategy template, please contact [Tyler.Jones@ncosc.net](mailto:Tyler.Jones@ncosc.net).

### **What will employees be able to do with BEACON when it is rolled out? I don't want to tell them something that won't end up being included.**

At this time, the BEACON team suggests that you keep the information on a general level, using the information in the toolkits provided on the BEACON website. When we know specifically what employees will be able to do with the system, we will share that information with you. You can expect that employees will be able to do things such as update their address online and view their pay stubs.

### **Will our next meeting on Nov. 29 be held at the Bush Street location?**

At this time, our future meetings are planned to be held at the 3514 Bush Street location. If you would like to participate by phone instead of attending in person, that is fine as well.